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Attorney's Docket No. 02950.P015

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:)

Robert Joyce)

Examiner: Not yet assigned

Application No.: 09/379,385)

Art Unit: Not yet assigned

Filed: August 23, 1999)

For: METHOD AND PROCESS FOR)
 ACCUMULATING AND)
 SUMMARIZING DATA FOR)
 TIME INTERVALS WITHIN A)
 CUSTOMER INTERACTION)
 SYSTEM IDENTIFICATION)

I hereby certify that this correspondence is being deposited
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Signature

Date

Assistant Commissioner for Patents
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INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO-1449
 together with copies of the documents cited on that form. It is respectfully
 requested that the cited documents be considered and that the enclosed copy of
 Information Disclosure Citation Form PTO-1449 be initialed by the Examiner to
 indicate such consideration and a copy thereof returned to applicant(s).

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure
 Statement is not to be construed as a representation that a search has been made
 and is not to be construed as an admission that the information cited in this
 statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

 X 37 C.F.R. §1.97(b).

 37 C.F.R. §1.97(c). If so, then enclosed with this Information Disclosure Statement is one of the following:

 A statement pursuant to 37 C.F.R. §1.97(e) or

 A check for \$240.00 for the fee under 37 C.F.R. § 1.17(p).

 37 C.F.R. §1.97(d). If so, then enclosed with this Information Disclosure Statement are the following:

- (1) A statement pursuant to 37 C.F.R. §1.97(e);
- (2) A petition requesting consideration of the Information Disclosure Statement; and
- (3) A check for \$ for the fee under 37 C.F.R. §1.17(i) for submission of the Information Disclosure Statement.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 07/09/1999



André L. Marais
Under 37 CFR § 10.9(b)

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